

**CHIEF ADMINISTRATIVE ASSISTANT
STUDY GUIDE**

A written examination for the class of **CHIEF ADMINISTRATIVE ASSISTANT** to be administered in **SHREVEPORT** on **JULY 12, 2012**, will consist of approximately **100** multiple-choice questions. The examination will test your knowledge in the following subject areas:

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
POLICE ADMINISTRATION & FINANCIAL MANAGEMENT Knowledge of the principles of effective police administration, involving management theory and organizational behavior; researching, planning, organizing, directing, inspecting, and evaluating departmental operations; personnel management; training; and managing equipment, property, and supplies; and knowledge of financial management, including expenditures and revenue estimates, budget preparation, and bookkeeping.	46.0%
RECORDS/REPORTS/CORRESPONDENCE Knowledge of effective records-management practices, including preparation, content, format, control, and retention, and knowledge of effective report preparation procedures, including the compilation, analysis, and organization of data into an effective written format for reports or official correspondence.	16.0%
SUPERVISION Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	25.0%
PUBLIC RELATIONS Knowledge of effective public relations practices which foster a positive public image of the department through contact with the media, other agencies, and the public.	13.0%

REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

PRIMARY REFERENCE MATERIAL

EFFECTIVE SUPERVISORY PRACTICES/Better Results Through Teamwork, 777 North Capitol, Washington, DC 20005, 4th ed, 2005. (NOTE: May also be obtained through LSU Firemen Training Program).

SUPERVISION OF POLICE PERSONNEL, Iannone N. F., Prentice - Hall, Inc.(Series in Criminal Justice), Englewood Cliffs, NJ 07632, 6th ed., 2001.

POLICE ADMINISTRATION, Wilson, O. W. and McLauren, Roy C., McGraw-Hill Book Co., New York, N. Y., 5th ed., 1997.

BUSINESS COMMUNICATIONS, Dumont, Raymond A., and Lannon, John M., Little, Brown and Company, 34 Deacon Street, Boston MA 02108, 2nd ed., 1987.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.